

# Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

## Part 1 - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department of Children and Families		9. Position No. K0133672	10. Budget Program Number 29215		Agency Number
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) Program Consultant I		
3. Division EES – SF Services Section			12. Proposed Class Title		
4. Section	For  Use  By  Personnel  Office	13. Allocation			
5. Unit Child Care Provider Enrollment		14. Effective Date			
6. Location (address where employee works)		15. By	Approved		
City County		16. Audit Date: By: Date: By:			
7. (circle appropriate time) Full time Perm. Inter. Part time Temp. %	Office	17. Audit Date: By: Date: By:			
8. Regular hours of work: (circle appropriate time)  FROM: AM/PM To: AM/PM					

## PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

Position is being reallocated to the EAST Region to even out the distribution of Child Care Provider Enrollment Caseloads. The position will maintain a caseload of ½ EAST Region providers and ½ West Region providers. A valid driver's license is required.

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

**Name**

**Title**

**Position Number**

**Patricia H. Mitts**

**Public Service Executive II**

**K0224449**

Who evaluates the work of an incumbent in this position?

**Name**

**Title**

**Position Number**

**Patricia H. Mitts**

**Public Service Executive II**

**K0224449**

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Work is performed independently exercising rational and reasonable judgment of established policies and procedures. Instructions are provided verbally and/or through unit meetings, individual conferences, and through instructions via administrative channels (memos, emails, etc).

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

**What** is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

**Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task.** Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	<p><b><u>Professional Attitude:</u></b></p> <p>While performing the tasks listed below, please remember that you are a representative of the Department for Children and Families, and you are expected to:</p> <ol style="list-style-type: none"> <li>1. Demonstrate a willingness to help. Remember that your customer is anyone needing or asking for your assistance. For example, this could be other agency employees, community partners, landlords, state and community providers, providers and individuals and families seeking services from the agency.</li> <li>2. Demonstrate an attitude of respect, (i.e. be attentive to the customer, communicate in a polite and professional tone of voice, meet with the customer or return phone calls or emails within a reasonable period of time and process requests for service as quickly as possible.</li> <li>3. Encourage individuals to identify and fulfill their own responsibilities.</li> <li>4. Practice personal self- discipline and maintain ethical and professional behavior in times of frustration with difficult customers.</li> <li>5. Provide information and service to those seeking assistance from this agency. If you are unable to directly provide that service or information, you should offer to connect them with someone who can assist or advise them.</li> </ol>
50%	E	<p><b><u>Child Care Provider Enrollment Agreements</u></b></p> <p>Receive and process enrollments from persons wishing to enroll with DCF for Child Care Subsidy Program participation including regulated/unregulated care, out of home relative and in home providers. Upon receipt of initial/renewal enrollment with DCF, review for completeness and seek additional information or clarification if necessary.</p> <p>Complete thorough background checks including (but not limited to) Child Abuse/Neglect, Department of Corrections and DCF Fraud Screenings.</p> <p>Ensure Parent-Provider contracts meet agency standards.</p> <p>Determine eligibility for enrollment by ensuring that all requirements are documented and met. Review and/or open the enrollment in the KsCares/KEES/CAPP electronic systems to allow child care plans to be written to the provider.</p> <p>Approve or Deny the enrollment as the designee of the Regional Director. Document approval or denial in the provider file.</p> <p>Send notification to the provider of the decision. Answer any follow-up questions of the provider.</p> <p>Notify appropriate DCF staff so that case processing can be achieved as required by policy.</p> <p>Work is monitored through conferences with supervisor, supervisory contact with EES supervisors, complaint resolution and reports.</p>
35%	E	<p><b><u>Monitoring/Tracking</u></b></p> <p>Enter data and maintain a region wide tracking system for Child Care Provider referrals from EES.</p> <p>Have and maintain security access to the database systems of partner agencies; when appropriately identified as a business need through review of the application/review. Access partner's automated systems (such as CLARIS) to determine provider standing regarding violations, provider status and historical information.</p>

15%	E	<p>Make rational and reasonable judgment calls on findings located in the systems to determine if action needs to be taken.</p> <p>Complete required reviews and maintain accurate information in computer.</p> <p>Research concerns of provider non-compliance with DCF child care provider agreements (Outlier reports, hotline complaints, etc). This may involve doing home visits to insure that policies and procedures are being followed by the provider.</p> <p>Assist in obtaining information for referral to DCF fraud unit.</p> <p>Process Provider Overpayments as necessary.</p> <p>Case management collaboration: Provides eligibility information to/from EES case managers through email, phone or face to face contact.</p> <p>Provides written notification to providers regarding statewide area policy changes impacting child care status or plans via KsCares or locally prepared written notification.</p> <p>Serves as a resource to child care providers related to DCF regulations, requirements or changes. Responds to provider inquiries regarding issues related to child care plans/payments and refer as necessary to case managers, supervisor or others for resolution.</p> <p>Researches and prepares fair hearing information and appeal summaries. Testifies at fair hearing and appeals.</p> <p><b><u>Collaboration</u></b></p> <p>Communicate with PPS staff related to provider issues and child abuse or neglect investigations. Forward finding information as required to Supervisor and/or Central Office.</p> <p>Serve as primary agency contact with Resource and Referral agency.</p> <p>Maintain a positive working relationship and communicate as needed with KDHE surveyors in relation to regulatory issues on DCF providers.</p> <p>Respond to community inquiries, requests or concerns related to the child care provider enrollment process. Assess, provide information and/or make indicated referral to supervisor, community resources or others to assist with resolution of a problem/concern.</p> <p>Present information on the DCF Child Care Provider Enrollment process to other divisions and community partners as requested.</p> <p>Alert supervisor and EES Central Office of critical incidents that may have adverse media for the agency.</p> <p>Supervisor reviews work through on-going complaint resolution process and random contact with EES Supervisors and child care partners.</p>
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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
  - ( ) Plans, staffs, evaluates, and directs work of employees of a work unit.
  - ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

- b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

**Name**

**Title**

**Position Number**

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23. Which statement best describes the results of error in action or decision of this employee?

- ( ) Minimal property damage, minor injury, minor disruption of the flow of work.
- ( ) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- (X) Major program failure, major property loss, or serious injury or incapacitation.
- ( ) Loss of life, disruption of operations of a major agency.

Please give examples.

Failure to conduct appropriate screenings could result in:

1. Children being cared for in substandard arrangement which may result in injury or death of the child.
2. Child being cared for by persons with felonies or substantiated child abuse history.
3. Children being cared for in arrangements that do not meet federal funding requirements.

Failure to complete work can result in necessary services for clients not being provided and possibly over/under payment of providers.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily contact will be made with providers, the public and other employees for the purpose of establishing and maintaining child care provider agreements.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

Stress, eye/wrist/neck strain, angry customers, traveling, extended periods of sedentary work.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Daily – phone, computer, copier, scanner.

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**PART III - To be completed by the department head or personnel office**

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27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Six months of experience in planning, implementing and monitoring activities relevant to the agency's programs.  
Education may be substituted for experience as determined relevant by the agency.

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Education or Training - special or professional

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Licenses, certificates and registrations

Valid driver's license is required.

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Special knowledge, skills and abilities

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Experience - length in years and kind

1 year of EES/Child Care Subsidy experience.

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**28. SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

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Signature of Employee

Date

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Signature of Personnel Official

Date

**Approved:**

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Signature of Supervisor

Date

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Signature of Agency Head or  
Appointing Authority

Date